

Oct 1963

MEMORANDUM FOR: Director of Personnel
Director of Security
Chief, Medical Staff

SUBJECT : Reporting Employee Emergencies

1. For several years we have been using a system of reporting employee emergencies by telephone, as the emergencies occur, to this Office and to the Office of the Executive Director as well as to other interested components of the Agency. I am told that each of you has a separate and, in some cases, a somewhat more formalized system for having emergencies reported to you. For the most part, I am sure that these systems work entirely satisfactorily. There are, however, times when the system of telephone communication to this Office and to the Office of the Executive Director does not completely serve its purpose to everyone's satisfaction. With a view toward improving our average for customer satisfaction, I have had a form developed for use by each of your offices in reporting employee emergencies simultaneously to this Office, the Office of the Executive Director, the Office of the other Deputy Director concerned, and individual supplementary distribution as determined by the originator which might include, for example, the Assistant to the Director for public information.

2. I have no desire to disturb your existing internal reporting systems nor to superimpose a new system over them. The objective is to provide a method somewhat more systematized than a series of telephone calls to permit simultaneous reporting to all interested parties. Using this form, whichever of your offices receives information about an employee emergency first would complete the required number of copies of the form and distribute them immediately and simultaneously through the pneumatic tube system. Incidents which occur during the night but are not serious enough to warrant rousing the interested party should be reported on this form first thing the following morning in time for the information to be received no later than 0845. A few examples of the kind of thing I have in mind may illustrate the purpose:

a. Recently an employee who was supposed to be away for the weekend visiting relatives turned up in a Midwest jail. This information came to the Agency via the Office of Security. To report this information using the new form, the Security Officer who received the information would complete the attached form in enough copies to



notify the Deputy Director (Support), the Executive Director, the Deputy Director of the component to which the employee was assigned, the Director of Personnel, and the Assistant to the Director. If the information had been received by the Office of Security during the night, the form would have been completed and dispatched by pneumatic tube to the addressees at 0800 in the morning.

b. A senior employee enrolled in an OTR course given at the Headquarters building became suddenly ill, and the Medical Staff was summoned immediately. In this case, the Medical Officer would have completed the form, without divulging any professional confidences, and had it distributed by pneumatic tube immediately to the Executive Director, the Deputy Director (Support), the Director of Personnel, and the Deputy Director of the component to which the employee was assigned. In this case, there would be no need to notify the Director of Security or the Assistant to the Director.

c. An employee suffered a heart attack while off duty and away from the Headquarters building. The Office of Personnel was the first component to receive the report of this incident. The new form would be completed by the Office of Personnel in enough copies to make simultaneous distribution to the Executive Director, the Deputy Director (Support), the Deputy Director concerned, and the Chief, Medical Staff. In this case, notification to the Director of Security and the Assistant to the Director would be discretionary and decided according to the facts and specific circumstances of the incident.

The Office of Personnel has a supply of these forms and will make them available upon request. Until we have some experience with the use of these forms and introduce refinements which will, no doubt, be desirable, the general rule of thumb should be: when in doubt--report. Meanwhile, if you have any questions please discuss them with [redacted] who can be reached on extension 7726.

Unless you have some specific objection I would like to start using this new system immediately.

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L. K. White
Deputy Director
(Support)

Attachment:
Report of Employee Emergency Form

EMPLOYEE EMERGENCY

EMPLOYEE EMERGENCY

REPORT OF EMPLOYEE EMERGENCY		DATE OF REPORT	TIME OF REPORT
NAME OF EMPLOYEE		AGE	GRADE
OFFICE OF ASSIGNMENT	LOCATION	POSITION	
SUMMARY OF AVAILABLE INFORMATION			
ACTION ALREADY TAKEN			
FOLLOW-UP ACTION			
PREPARED BY		RELEASED BY	
NAME		NAME	
OFFICE	EXTENSION	OFFICE	EXTENSION
DISTRIBUTION			
EXECUTIVE DIRECTOR DEPUTY DIRECTOR (SUPPORT) DEPUTY DIRECTOR ()			

UNCLASSIFIED	CONFIDENTIAL	X	SECRET
CENTRAL INTELLIGENCE AGENCY 25X1A OFFICIAL ROUTING SLIP <i>pk.</i>			
TO	NAME AND ADDRESS	DATE	INITIALS
1		10/31	<i>EW</i>
2	DD/S	1/1	<i>HPO</i>
3	D/S	9 Nov	<i>EB</i>
4	PPS	11/13	<i>W</i>
5	File		
6			
4	ACTION	DIRECT REPLY	PREPARE REPLY
APPROVAL	DISPATCH	RECOMMENDATION	
COMMENT	FILE	RETURN	
CONCURRENCE	INFORMATION	SIGNATURE	

Remarks:

25X1A This is a new report to the DD(S), that Mr. Bannerman will have to ask to establish.

④ For action *1/13*
action 11/13/63 - *specifying*
25X1A 11/13/63 *W*

LD HERE TO RETURN TO SENDER	
NAME, ADDRESS AND PHONE NO.	DATE
Rm. 4E42, X-6840	31 Oct.